

Headquarters U.S. Air Force

I n t e g r i t y - S e r v i c e - E x c e l l e n c e

CSWS Metrics



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What are Metrics?

- **A measurement of performance.**
- **Part of the Planning Process**
 - **Goals**
 - **Objectives**
 - **Measures**
 - **Strategies**
- **Tailored to Program's Specific Needs.**



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AFMC Supply Chain Metrics Guide

- Available for download at
<https://scm.wpafb.af.mil>
- Finalized November 2003



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Performance vs. Process

- **Performance - strengths and opportunities for improvement in a organization.**
 - **Can highlight organizational effectiveness, customer satisfaction, and cost effective use of resources and facilities.**
 - **Reported externally**
 - **Shows the most direct link to organizational goals and customer value.**



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Performance vs. Process

- **Process - provides information about or contributes to the understanding of a process.**
 - **Are used in root cause analysis of deviations in performance measures.**
 - **Typically, not related to overall organizational goals and used for internal reporting.**



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Aircraft Availability

- Percentage of the time an aircraft is not unavailable due to supply - expressed as 1 minus the Total Non Mission Capable Supply (TNMCS) time.



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MICAP Hours

- **Measurement of the hours accrued in a given month for items affecting mission capability that are on backorder.**



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Customer Wait Time

- **A pipeline measurement of customer due-outs (not including stock replenishments and kit fills) expressed in days measuring the average time between issuance of a warfighter order and receipt.**



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Total Requirements Variance

- **Evaluation of expected backorders (RBL forecasted customer due-outs) vs. actual due-outs (with option to view masked due-outs caused by laterals and non-project coded kit issues).**



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MICAP Incidents

- **Measurement of the number of incidents based on the number of MICAP requisitions accumulated.**



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Backorders

- **Measures the number of demands places on the supply system that can not be immediately satisfied from existing inventory (including stock replenishment).**



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Issue Effectiveness

- **Measure of supply accounts ability to satisfy any customer demand (issue item off-the-shelf vs. backordering item).**



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Stockage Effectiveness

- **Measure of supply accounts ability to satisfy customer demand for authorized stockage items.**



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Logistics Response Time

- **A pipeline measurement of warfighter and base/depot retail requisitions expressed in days measuring the average time between issuance of a warfighter/base/depot retail order and receipt at base /depot supply.**



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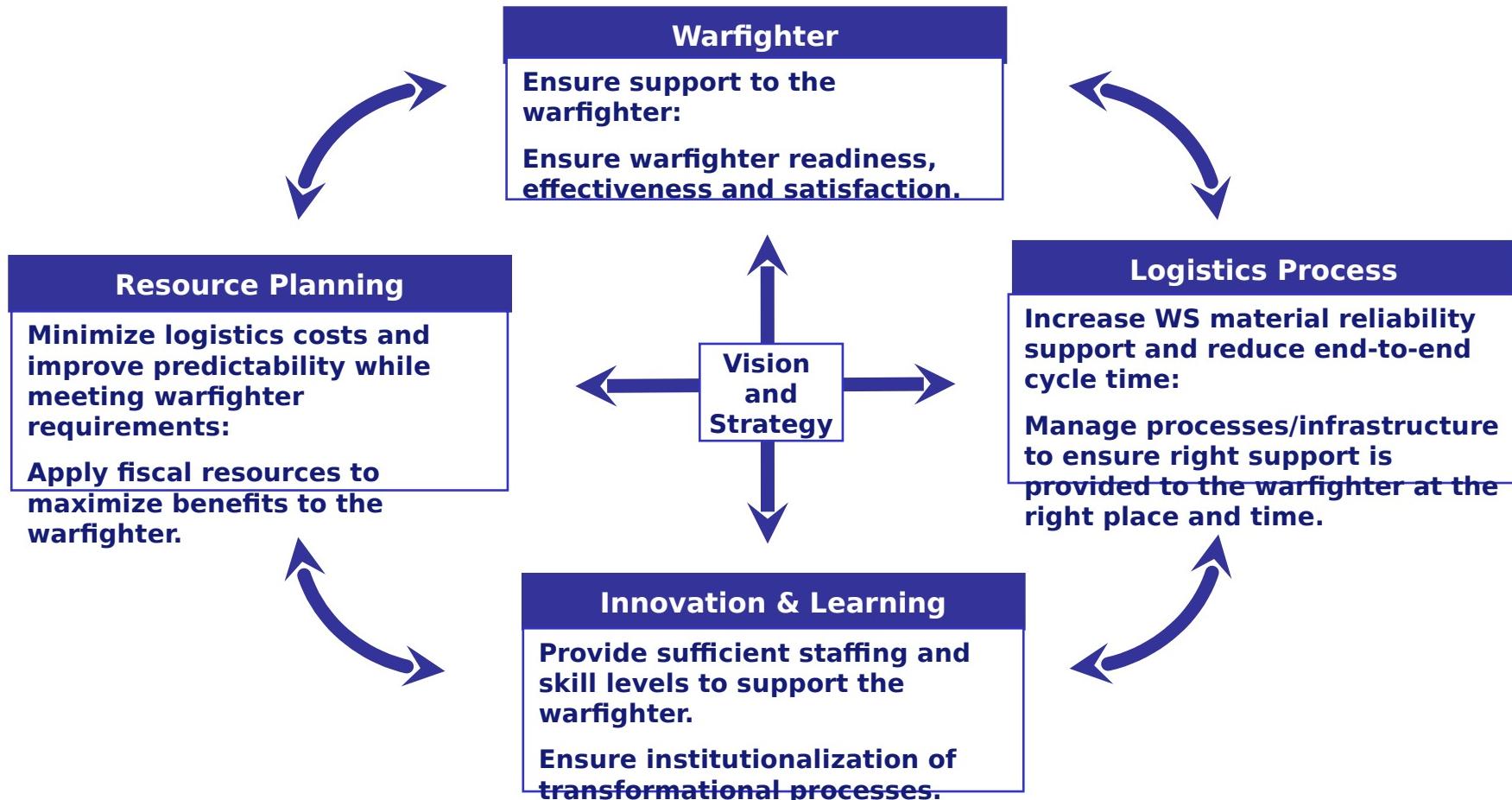
Balanced Scorecard

- **Strategic Management System: designed around a long-term strategic view.**
 - **A tool for establishing a balanced framework of important measurements across the organization**
 - **A tool to align business goals and vision with human and capital resources, and link goals with day-to-day operations**
 - **A tool to provide quick access to data and to get answers across all functional areas**
 - **A tool to translate mission and strategy into a comprehensive set of objectives and metrics across a balanced set of perspectives**



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AF Logistics BSC Model - Perspectives





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Initial Level 1 & 2 Metrics

Warfighter

W1. Mission Preparedness W2. Warfighter Execution

- W1.1 Material Readiness
- W1.2 Critical Commodity Availability
- W1.3 Weapon System Availability
- W1.4 Logistics Unit Readiness

- W2.1 Performance Evaluation
- W2.2 Fleet Availability

Resource Planning

RP1. Logistics Cost Effectiveness

- RP1.1 Total Logistics Cost*

RP2. Logistics Cost Predictability

- RP2.1 Predicted vs. Actual Cost*

Logistics Process

LP1. Perfect Order Fulfillment

- LP1.1 Time Definite Delivery
- LP1.2 Customer Wait Time
- LP1.3 Quality
- LP1.4 Footprint

LP2. Logistics Cycle Times

- LP2.1 Organic Depot Repair
- LP2.2 Purchasing and Supply Support

Innovation & Learning

I&L1. Workforce

- I&L1.1 Total Personnel Requirement
- I&L1.2 Appropriate Skills Mix / Training
- I&L1.3 PERSTEMPO
- I&L1.4 Retention

I&L2. Process Innovation

- I&L2.1 IT Support Capability
- I&L2.2 Change Management



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Conclusion

- **Part of the Planning Process**
- **Specific to each program**
- **Relate to goals**